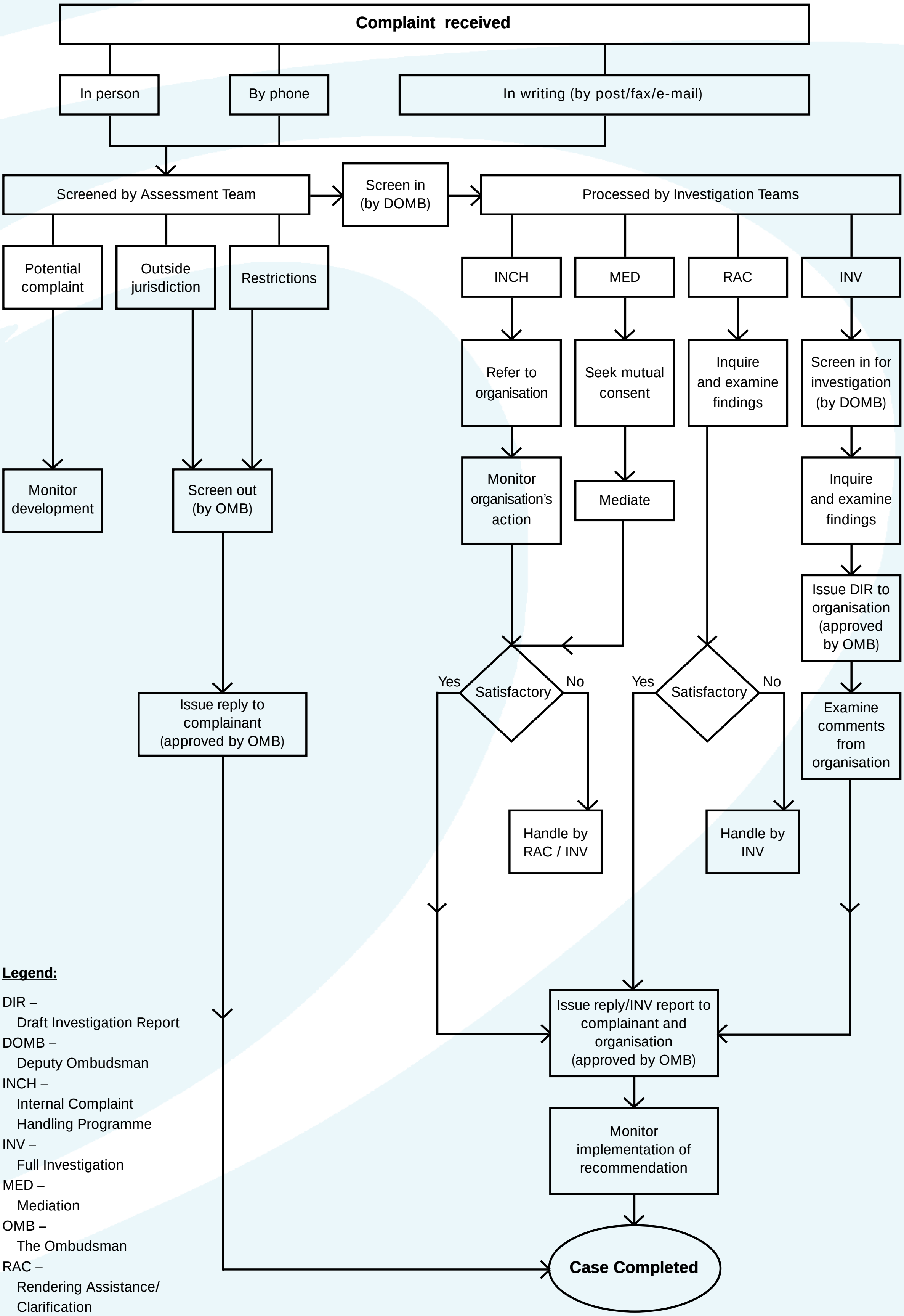
Annex 3 Flow Chart on Handling of a Complaint



Legend:

DIR –
Draft Investigation Report
DOMB –
Deputy Ombudsman
INCH –
Internal Complaint Handling Programme
INV –
Full Investigation
MED –
Mediation
OMB –
The Ombudsman
RAC –
Rendering Assistance/ Clarification